

1.6 Nextel @ Your Service Warranty

Nextel subscriber units are covered by a one-year warranty for parts and labor by the manufacturer, Motorola. This warranty is called "Nextel @ Your Service." *Nextel @ Your Service* provides a number of service options depending on the nature of the equipment problem and how urgently the customer needs that problem fixed. These offerings include

Nextel Door-to-Door Express, Nextel Walk-In Express, and Direct Protect. These services take the place of typical "loaner unit" warranties.

Plan Name	Price	Coverage
Nextel Service Plan (NSP)	\$2.50 / Month	For a small monthly fee, the NSP eliminates the per-incident deductibles for Door-to-Door (DTD) and Walk-in-Express (WIE). NSP covers most "Out of Program Charges" such as unit customization, light repairs (i.e. antenna and SIM Card replacement), and moderate repairs (i.e. keyboard and speaker housing replacement). This program does not cover extensive repairs such as flip replacements on newer handsets, damaged beyond repair units, or liquid-damaged units. This plan requires full account participation. All repairs are guaranteed for 30 days at over 1000 service locations.
Direct Protect Insurance (DPI)	\$3.95 / Month \$35.00 Deductible/phone	This insurance covers you against handset loss, theft, incidental damage, or accident. This service covers most "out-of-warranty" incidents such as liquid damage. The deductible is per phone, per incident and replaces your unit with the same model or a comparable one within 3 to 5 business days from date of claim approval. This program is brought to you by The Signal.
Door-To-Door (DTD)	\$50.00 Deductible/phone	Nextel is committed to keeping its customers on the air while offering convenient phone repair for one deductible per phone. Nextel will arrange to pick-up your inoperable phone and repair or replace it within 2 to 3 business days. Pick-ups occur at the customer location and repaired equipment is returned via mail. Customers can call Nextel Customer Care to schedule a phone repair during extended weekday business hours and on Saturday. Abuse, liquid damage, excessive wear and tear, and misuse are not covered. This program is brought to you by Nextel and Motorola and requires an account in good standing.
Walk-In-Express (WIE)	\$35.00 Deductible/phone	Phone repair or replacement in about one hour for active phones that demonstrate hardware or software defects. These repairs can be made at one of the more than 1000 Nextel service and repair locations nationwide. Abuse, liquid damage, excessive wear and tear, and misuse are not covered. Deductible is per phone, per incident and requires an account in good standing.